DOC Policy 8.58

DEFINITIONS

- 1. SuperCard State Contract Credit Card also referred to as Purchasing Card.
- 2. **PaymentNet** All account information is maintained in "PaymentNet", an Internet-based program, administered by the Division of Accounting (DOA) in cooperation with the Department of Correction (DOC). (www6.paymentnet.com)
- 3. **Agency SuperCard Administrator** Employee that has signature authority, processes applications, and maintains file containing all applications, policies and procedures; point of contact for issues arising with the SuperCard, contract vendor, or employee; develops and implements Departmental policy/procedure; authorized to view and make changes to the entire DOC Account Information in the "PaymentNet" program.
- 4. **Agency SuperCard Coordinator** DOC's Central Business Office Fiscal Analyst. The Agency Coordinator develops, maintains and provides Department SuperCard training. This person will also perform SuperCard Administrator functions in his/her absence.
- 5. Budget Unit Coordinator DOC fiscal staff assigned to review and approve applications and ensure budget unit adherence to the policies/procedures. This level also ensures timely submission of all SuperCard IVs to the Central Business Office, and monitors and requests adjustments to spending levels of cardholders listed in their group. The Budget Unit Coordinator must be an authorized signature.

CARDHOLDER RESPONSIBILITIES

1. Application

Potential cardholders must have their application approved by their Budget Unit Coordinator to request a SuperCard. The Budget Unit Coordinator reviews the application for accuracy and completeness and identifies the spending profile of the applicant. The application is forwarded to the SuperCard Administrator for processing. The SuperCard Administrator processes the application to request a card within 24 hours of receipt. Once the card is ordered, the cardholder is notified to attend a mandatory training session regarding the policies/procedures of using the SuperCard. Cards are not distributed until the applicant has attended training.

2. Activation

Upon receipt of the card, the cardholder is responsible for activation by calling the phone number listed on the attached sticker. At the prompt to supply a 4-digit personal identification number (PIN), the cardholder inputs the last 4 digits of their employee identification number.

Revised -03/05/09

3. Card Cancellation

Once the cardholder has terminated his or her position with the Department, the card must be surrendered to the Budget Unit Coordinator. The Budget Unit Coordinator will send an email or memo along with the card to the SuperCard Administrator requesting the account be permanently deactivated. Once a card has been deactivated, it cannot be reinstated – a new card is requested by completing a SuperCard application.

4. Responsible Use

The employee is personally liable for reimbursement to the State for the full amount, including any interest or penalty, for any personal or unauthorized use. Listed below are the responsibilities of the cardholder:

- a. As a cardholder, you must read and abide by the Statewide Travel Policy, the State's Small Purchase Thresholds, and the mandatory state contracts, which may be accessed at the following locations:

 Travel Policy-http://budget.delaware.gov/accounting-manual/chapter-xiii.pdf
 Small Purchase Thresholds-http://gss.omb.delaware.gov/contracting/spp.shtml
 Mandatory Contracts-http://gss.omb.delaware.gov/contracting/calpha.shtml
- b. As a cardholder you must read and abide by the SuperCard policies and procedures, located at http://budget.delaware.gov/accounting-manual/chapter-xiv.pdf.
- c. Current purchasing policies identified in the DOC Purchasing Manual and State of Delaware Budget and Accounting Manual, including the State Travel Policy must be followed, regardless of the method of payment.
- d. The SuperCard is solely for official business of the State of Delaware, and is intended to facilitate the payment of goods and services for the conduct of state business within applicable activity limits. The SuperCard is not for personal use.
- e. Using the SuperCard for payments not authorized within the State SuperCard Policies and Procedures is considered misuse of the SuperCard and grounds for immediate forfeiture of the Purchasing Card; disciplinary action which may include termination of employment; and conviction of a felony. The cardholder is held personally liable for any payments not authorized by the spending unit and permitted within the State Purchasing Card Policies and Procedures.
- f. All charges are billed directly to and paid by the State of Delaware. JP Morgan Chase (JPMC) Bank cannot and will not accept payment from the cardholder directly.
- g. The SuperCard is issued in the employee's name and he/she is responsible for all charges made against the card. No other person is authorized to use the card.
- h. The cardholder must safeguard the SuperCard with appropriate security from receipt until the card is surrendered to the appropriate person within their unit. If the

Purchasing Card is lost or stolen, the cardholder must notify JPMC Bank immediately at 1-800-270-7760, the Budget Unit Coordinator and the DOC SuperCard Administrator.

- i. The Purchasing Card must be surrendered upon request or upon termination of employment from the Department.
- j. The cardholder must attend appropriate orientation and training relative to the State Travel Policy and the Purchasing Card Policies and Procedures.
- k. If the cardholder violates the terms of the Purchasing Cardholder Agreement, he/she is held liable for reimbursement to the State of Delaware for all charges improperly authorized and all costs incurred by the State of Delaware related to the collection of such charges.
- 1. ATM privileges are not authorized for any DOC employee.
- m. Purchase of alcoholic beverages *IS NOT* permitted with the SuperCard.

5. Receipt Requirements

Itemized receipts are required for all expenditures. Receipts are required from merchants/vendors for the actual items purchased or services provided. A credit card receipt is NOT sufficient to satisfy this requirement.

Travel expenses also require itemized receipts. Using the SuperCard for travel expenses incurred without required receipts is strictly prohibited. Failure to provide itemized receipts will require the employee to reimburse the State of Delaware for those expenditures and could result in the loss of future travel privileges.

6. Dispute Items

Dispute issues are defined as items purchased using the SuperCard that are found to be unacceptable, and for which replacement or correction is required (i.e., incorrect item, incorrect quantity of item, defective item, incorrect price charged, etc).

Cardholders are responsible for resolving the dispute directly with the merchant once a discrepancy is detected. If items purchased with the SuperCard are found to be unacceptable, the cardholder is responsible for obtaining replacement or correction of the item as soon as possible. If the vendor has not replaced or corrected the item by the end of the billing cycle, the item is considered in dispute. Reconciliation of all disputed items is required within 30 days of billing date by cardholder.

If the dispute is not resolved with the merchant, the cardholder must complete a Billing Inquiry Form and submit to the SuperCard Administrator within 60 days of the Transaction Detail report on which the error appeared. The SuperCard Administrator forwards the billing dispute form to JPMC bank requesting action.

Revised – 03/05/09

The Billing Inquiry Form is required for any and all billing errors (credits, replacements not given, incorrect charges, etc.) A phone call alone does not preserve a cardholder's rights.

7. Lost or Stolen Cards

If the SuperCard is lost or stolen, the cardholder must notify JPMC Bank immediately at 1-800-270-7760, the Budget Unit Coordinator and the DOC SuperCard Administrator.

BUDGET UNIT COORDINATOR RESPONSIBILITIES

1. Application

The Budget Unit Coordinator reviews and approves each cardholder application prior to submission to the SuperCard Administrator.

2. Internal Control Policy

It shall be the responsibility of each Bureau Chief/Budget Unit Coordinator to develop written procedures within their respective bureau/section, ensuring staff participation in the development and review of the Department's goals and objectives. These procedures, upon approval of the Commissioner, should be included in each bureau/section manual. These controls shall be in writing and submitted to the Agency SuperCard Administrator for review and approval prior to final distribution.

3. Monitoring

It is the responsibility of the Budget Unit Coordinator to ensure all cardholders within their group follow all State and Department purchasing policies and procedures. They must perform a quarterly review in "PaymentNet" to ensure cardholders are established with the appropriate credit profile based on actual monthly spending. The Coordinator must inform the SuperCard Administrator in writing if a cardholder status change is needed, (e.g., termination of employment; transfer within budget units or to another state agency; name change; spending limit modifications, etc.).

AGENCY COORDINATOR RESPONSIBILITIES

1. Training

The Fiscal Analyst in the Central Business Office assumes the role of developing and conducting department wide training on the entire process of the SuperCard.

2. Monitoring

The Agency Coordinator conducts random audits of SuperCard IVs to ensure compliance with the guidelines.

Revised -03/05/09

3. Back-Up Duties

The Agency Coordinator assumes the roles and responsibilities of the agency SuperCard Administrator in his/her absence.

AGENCY ADMINISTRATOR RESPONSIBILITIES

1. SuperCard Policy

It is the responsibility of the SuperCard Administrator to establish and maintain the Department SuperCard Policy. The Administrator ensures that the Department's policy coincides with the State SuperCard Policy. The Department policy may be more strict, but not more lenient than the State Policy.

2. Application

Approves all Department SuperCard requests and processes applications within 24 hours of receipt.

3. Cardholder Files

Maintains SuperCard files which contain the original cardholder application, signed cardholder agreement and any correspondence that pertains to changes on the account.

4. Spending Analysis

Prepares quarterly spending analysis of all cardholders to assess current credit profile and makes recommendation to the Budget Unit Coordinator of any profile changes needed.

2. Card Declines

Reviews card declines bi-weekly and notifies cardholder to review and report status of decline.

3. Department Reconciliation

The Agency Administrator submits the final Department reconciliation to Division of Accounting within 30 days from the end of the billing cycle.

CENTRAL BUSINESS OFFICE RESPONSIBILITIES

1. Payment

All SuperCard transactions are processed on a State of Delaware Intergovernmental Voucher (IV).

Revised – 03/05/09

2. Document Audit Guidelines

When the SuperCard IV is received in the Central Business Office, Accounts Payable staff is responsible for reviewing the following information:

- Transaction Detail Report includes correct billing cycle along with the dollar amounts highlighted and a total written at the top (ensuring this total matches the IV total)
- One cardholder per IV
- Correct number of IV copies
- Invoices and packing slips are provided
- All coding and other info is correct on the IV such as correct IV #, correct billing cycle, etc
- Authorized budget unit signature is on the IV

3. IV/Vendor Files

All original SuperCard IVs and back-up documentation are filed in the Central Business Office. The IV and Transaction Detail Report are filed by cardholder and the vendor invoices are filed by vendor name along with a stamp or label placed on the invoice listing information that cross-references to the IV file.

4. Reconciliation

The Fiscal Administrative Officer (FAO) in the Central Business Office tracks all SuperCard Expenditures per cardholder each billing cycle and identifies any reconciling issues. This position is responsible for contacting the budget unit to remind and request all outstanding IVs and continues to track until the document is received.

Once all information is received for the billing cycle, the FAO saves the spreadsheet to the shared drive and notifies the Agency Administrator upon completion.

The Agency Administrator creates a consolidated report for submission to the Division of Accounting within 30 days from the end of the billing cycle.

APPENDICES

1. 29 Del. C. § 6505 (c) 1

http://delcode.delaware.gov/title29/c065/index.shtml

2. Statewide Travel Policy

http://budget.delaware.gov/accounting-manual/account-manual.shtml

3. SuperCard Purchase/Travel Program Guides (1) issued by the Division of Accounting (Chapter XIV pages 1-19 and Exhibits C-J of the Budget and Accounting Manual)

http://budget.delaware.gov/accounting-manual/account-manual.shtml

4. DOC Cardholder Agreement

http://extranet.doc.state.de.us/information/DOCS/CardholderAgreement.doc

5. Billing Inquiry Dispute Form

http://extranet.doc.state.de.us/services/Forms.shtml